Department of Community and Human Services

Alexandria Community Services Board

4850 Mark Center Dr. • Alexandria, VA 22311 • 703.746.3400 • alexandriava.gov/CSB

RIGHTS & RESPONSIBILITIES

OUR COMMITMENT TO EACH OTHER

YOUR RIGHTS

The CSB strives to provide the highest quality of services. When you participate in a program, you retain all of the legal, civil and human rights that are granted to you by federal and state laws. Beyond these basic rights, as part of our commitment to you, we want to ensure that you know about additional rights you have as a service recipient of the CSB.

You have the right to:

- Be treated with dignity and respect.
- Receive services regardless of race, color, national origin, age, sex, sexual orientation, disability, or ability to pay.
- Receive confidential treatment.
- Participate in developing your treatment plan.
- Have your treatment and possible effects explained to you.
- Receive a copy of your records and add corrections.
- Have a prompt review of any complaints you make.
- Be given a copy of your rights and responsibilities.
- Exercise your rights and receive help in doing so.
- File a complaint without retaliation.
- Receive fair pay in CSB employment programs unless you have agreed to volunteer in the program.

If you would like additional information, you may ask a CSB staff member or the Human Rights Advocate for a copy of Rules and Regulations to Assure the Rights of Clients in Community Programs.

SECLUSION AND RESTRAINT

The use of seclusion is not permitted. The CSB is committed to using the least restrictive treatment intervention. Physical restraint is allowable in a time-limited emergency by trained staff until emergency service providers arrive. Physical restraint may also be used if it has been approved by the Local Human Rights Committee for use with a specific individual and its purpose is to prevent injury or death to the individual or other persons.

VIOLATIONS OF YOUR RIGHTS

If you believe your rights have been violated, first, discuss the problem with your provider or other staff

member in the program. If this does not resolve the problem, ask to speak to a supervisor. By making staff aware of your concerns, it is likely that the problem can be resolved.

Second, if you are uncomfortable talking with program staff or you were unable to resolve your problem by talking with them, contact the CSB's human rights advocate at the number listed in the next section of this handbook. The CSB Human Rights Advocate will offer to meet with you within one business day of receipt of your complaint and help you exercise your rights and work to resolve the problem. The CSB Human Rights Advocate will also notify the Virginia human rights advocate of the complaint. You may also contact the State Human Rights Advocate at any time at the number listed below. After talking with you and investigating as needed, we will make a decision and written action plan within ten days.

Third, if you are not satisfied with the results, you have five days to notify the Human Rights Advocate or the Executive Director and request further investigation.

If this does not resolve the situation, you may send a written request for a hearing to the Local Human Rights Committee (LHRC) at the address shown in the next section (you may also contact the LHRC at any time). The LHRC will schedule a meeting to try and resolve the problem. The meeting will be held with you, anyone who is assisting you, the Human Rights Advocate and the CSB Executive Director or his designee. Ample time will be allowed for the LHRC to obtain all necessary oral or written information about the case. The LHRC will notify you of their decision within 10 days of the meeting.

Fourth, if you are not satisfied with the findings of the Local Human Rights Committee, you may contact the Virginia human rights advocate at the number shown below, and appeal to the State Human Rights Committee.

CONTACT INFORMATION FOR HUMAN RIGHTS COMPLAINTS

CSB Human Rights Advocate
Alexandria Community Services Board
4850 Mark Center Dr.
Alexandria, VA 22311
703.746.3400; TDD: 703.838.5054

State Human Rights Advocate
Department of Behavior Health and Developmental Services
Office of Human Rights
804.887.7405

Northern Virginia Regional Human Rights Committee
8221 Willow Oaks Corporate Drive
Fairfax, VA 22030
804.212.6516

You also have the right to call the disAbility Law Center of Virginia (dLCV) is the designated Protection and Advocacy organization for the Commonwealth of Virginia. with any unresolved complaints at 1.800.552.3962.

YOUR RESPONSIBILITIES AS A PROGRAM PARTICIPANT

To maximize the effectiveness of our services, and for your own health and safety and that of CSB staff and fellow program participants, we expect everyone to share responsibilities by following certain guidelines.

The most important thing you can do to ensure a beneficial treatment experience is to be an active partner in your own treatment. That means getting involved in your treatment and helping us to maintain a safe environment for everyone by honoring our commitment to each other and following these guidelines:

- Participate in the development of your treatment plan.
- Tell staff any information that might be relevant to your treatment or services. We request that you inform us about medications, other services or treatment received and information pertaining to your health care, including pregnancy.
- Treat others with respect and dignity, which includes preserving the confidentiality of other people.
- Treat program property and the property of others respectfully.
- Refrain from behavior that causes or can contribute to physical harm, or the threat of physical harm.
- If you use drugs or alcohol, manage your substance use in a way that does not interfere or conflict with the treatment or services being provided and in a way that is not disruptive to any treatment setting in which you participate.
- Ensure that your own behavior and interpersonal relationships remain non-disruptive to any treatment program or setting.
- Participate in program activities as described in your specific program's description and orientation. Communicate appropriately with staff regarding situations that affect your program participation/ attendance.
- Follow all laws and posted regulations when in any CSB building and when on any CSB property.
- Do not bring any weapons in any CSB building or on any CSB property.
- Smoke only in designated smoking areas outside.
- Refrain from the possession of illegal drugs or alcohol on any CSB property.
- Cooperate with any safety procedures or emergency preparation procedures to protect your well-being or that of other people.

In addition to these guidelines, you may receive guidelines that are specific to the program you are participating in during that program's orientation.

VIOLATIONS OF RESPONSIBILITIES

In rare circumstances, it may become necessary to limit or discontinue treatment services to protect the health and safety of program participants and staff. Infractions have different consequences depending on the circumstances. Whenever possible, violations are addressed by a meeting with your service provider and reviewing or changing the service plan. In order to discourage violations, the following consequences may be imposed:

- A verbal or written warning.
- Assignment of a special task such as a presentation to a group or counselor.
- A meeting with a supervisor.
- Direction to move to another room or office.
- Denial of a requested pass or requested take-home medication.
- Temporary suspension of services until there is reasonable assurance that the behavior in question is resolved and will not happen again.
- Termination of services by the program.

Additional information about actions that may lead to discontinuance of services is in your specific program's description. If you do not have a copy of your program description, you may ask program staff for a copy.

If you disagree with the decision to impose a consequence, you may request that the program staff review your case.

If the service that was restricted is covered by Medicaid, you may appeal to the Department of Medical Assistance Services. Appeals must be made in writing within 30 days of notification of the decision. If you file an appeal before the date that the decision takes effect, you may continue to receive services during the appeal process. However, if the decision is not changed, you will be required to pay for any services you received after the date the decision went into effect. Send appeals to the Appeals Division, Department of Medical Assistance Services, 600 East Broad Street, Suite 1300, Richmond, VA 23219.

WE LOOK FORWARD TO WORKING WITH YOU

Alexandria CSB staff are committed to providing you with quality services, resolving any concerns that you may have and ensuring that your rights are not violated. We look forward to working with you in attaining your goals.